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Via ECFS  
Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to  
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

The major internet providers (ATT and Comcast) in my area are absolutely terrible. They provide high cost, low quality service with frequent billing errors that require a lot of time and effort to correct; and extremely poor customer service that is clearly located out of the US and designed (using automated routing systems) to frustrate the user into giving up, bullying is into paying too much for the pleasure of constant service interruptions.

We individual consumers need additional internet choices for, at the very least, the sake of our sanity; and, of course to force these bloated companies into paying attention to what users actually need. I have used Sonic for the last 4 years and receive high quality internet at one price (no weird deals or intro pricing), and once every 2 years when something fails, I call a human being (who understands routers) who answers the phone within 2 rings, and solves any issue as efficiently as possible. Its amazing, refreshing and, most importantly, its one thing that I dont have to worry about or think about because it just works. Please stop the frustration and allow high-speed broadband from smaller competitors to continue. Maybe it will allow for fewer internet-company-related road rage incidents. Thank you!

Erin Warnock